

**( MS-C100) Course Level SLO & Qualitative Notes**

**Articulate and differentiate the importance of staffing, communications, and motivation and leadership, team management, and conflict.**

82558-(MS-C100-001)-Bus Organization and Mgmt  
by Frederick Lockwood

The average percentage of not meeting the SLOs for this class is 33%. A number of students (16, 31%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. Students also struggled with the Critical Thinking (written) assignment. Additional tools/aids to assist students have been added to the CT Lesson.

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83238-(MS-C100-002)-Bus Organization and Mgmt  
by Frederick Lockwood,TC STAFF

The average percentage of not meeting the SLOs for this class is 14%. A number of students (15, 15%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. This class had an issue with the Midterm which resulted in it being dropped from the final class grade calculation.

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**Articulate the steps for rational decision making and assess the basic decision making techniques.**

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**Assess the practice of management including the evolution of management thought, management's commitment to improvement and the environments that affect the practice of management.**

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## Student Outcomes Qualitative Notes during CCC Fall 2012 for Management & Supervision

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### **Compare and contrast the functions of management and the importance of planning and its impact on the other functions.**

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### **Critique the concept and sources of power and the differences between the formal and informal organization and the value of each.**

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**(MS-C100) Institutional SLO & Qualitative Notes**

**Demonstrate ethical civic, environmental, and social responsibility.**

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**(MS-C100) Program Level SLO & Qualitative Notes**

**Analyze and recommend effective business decisions/solutions using a systematic, evaluative, and information-based approach.**

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**Develop and exhibit high standards of professional practice, demonstrating awareness of ethical and social responsibilities in today's multicultural, team-oriented, rapidly-changing global environment.**

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### **(MS-C101) Course Level SLO & Qualitative Notes**

**Articulate the legal and ethical considerations integral to the planning, composing, and sending of messages.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

20.59% met, 5.88% partially met, and 73.53% did not meet this SLO. I would suggest reducing the number of discussion forums to make this SLO more achievable - but if I did, than I would lose the "class" time that is so important throughout the semester. It would be great if we could have a larger budget, and could have a staff member that could assist with student follow-up (perhaps by phone call). For all SLOs - I need to drop students as they are not participating throughout the semester - that can definitely influence these statistics.

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**Demonstrate the dynamics of communication, verbal and nonverbal, by solving a problem within a group situation.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

38.24% met, 0% partially met, and 61.76 % did not meet this SLO. This is measured through the first assignment, research report and oral report. To make this SLO more achievable, I might be moving up the due date for the Oral Report and the Research report next semester. It would be great if we could have a larger budget, and could have a staff member that could assist with student follow-up (perhaps by phone call). For all SLOs - I need to drop students as they are not participating throughout the semester - that can definitely influence these statistics.

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**Develop the ability to use clear, concise, and grammatically correct language as they employ appropriate formats in writing e-mail messages, memos, business letters, reports, citations, presentation outlines, cover letters, and résumés.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

32.35% met, 11.76% partially met, and 55.88 % did not meet this SLO. This is measured through all five major assignments given during the course of the semester. To make this SLO more achievable, I will consider sending out more email messages regarding due dates and completion of assignments during the next semester. It would be great if we could have a larger budget, and could have a staff member that could assist with student follow-up (perhaps by phone call). For all SLOs - I need to drop students as they are not participating throughout the semester - that can definitely influence these statistics.

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**Discover the basic guidelines for communicating in a multicultural environment.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

47.06% met, 8.82% partially met, and 44.12 % did not meet this SLO. I would suggest reducing the number of discussion forums to make this SLO more achievable - but if I did, than I would lose the "class" time that is so important throughout the semester. For all SLOs - I need to drop students as they are not participating throughout the semester - that can definitely influence these statistics.

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**Produce a business-related paper which includes a title page, footnotes, and bibliography and demonstrate oral communication skills by preparing and delivering an oral business report.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

38.24% met, 5.88% partially met, and 55.88 % did not meet this SLO. To make this SLO more achievable, I might be moving up the due date for the Oral Report and the Research report next semester. For all SLOs - I need to drop students as they are not participating throughout the semester - that can definitely influence these statistics.

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#### **( MS-C101) Institutional SLO & Qualitative Notes**

**Use effective communication and interpersonal skills.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

38.24% met, 5.88% partially met, and 55.88 % did not meet this SLO. I would suggest reducing the number of discussion forums and more evenly distributing this SLO. It would be great if we could have a larger budget, and could have a staff member that could assist with student follow-up (perhaps by phone call).

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#### **( MS-C101) Program Level SLO & Qualitative Notes**

**Develop and exhibit high standards of professional practice, demonstrating awareness of ethical and social responsibilities in today's multicultural, team-oriented, rapidly-changing global environment.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

20.59% met, 5.88% partially met, and 73.53 % did not meet this SLO. I would suggest reducing the number of discussion forums to make this SLO more achievable - but if I did, than I would lose the "class" time that is so important throughout the semester. It can be difficult for traditional students to complete all of the discussion forums.

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**Effectively communicate solutions to business problems using appropriate language and tools and demonstrating understanding of business terms and concepts.**

83271-(MS-C101-001)-Managmnt/Employee Comm  
by Michael Aubry

32.35% met, 11.76% partially met, and 55.88 % did not meet this SLO. This is measured through all five major assignments given during the course of the semester. To make this SLO more achievable, I will consider sending out more email messages regarding due dates and completion of assignments during the next semester.

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**( MS-C102) Course Level SLO & Qualitative Notes**

**Analyze a scenario for employee/employer relations, apply basic principles and theories of human relations and identify dynamics between individuals and groups in the job settings and make recommendations for improvement.**

81098-(MS-C102-001)-Human Relations in Business  
by Frederick Lockwood

The average percentage of not meeting the SLOs for this class is 17%. A number of students (6, 16%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. Students also struggled with the Critical Thinking (written) assignment. Additional aids to assist students have been added to the CT Lesson.

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**Analyze communication barriers and prepare methods/means of overcoming such barriers.**

81098-(MS-C102-001)-Human Relations in Business  
by Frederick Lockwood

The average percentage of not meeting the SLOs for this class is 17%. A number of students (6, 16%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. Students also struggled with the Critical Thinking (written) assignment. Additional aids to assist students have been added to the CT Lesson.

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**Compare and contrast motivation and leadership in organizational environments.**

81098-(MS-C102-001)-Human Relations in Business  
by Frederick Lockwood

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**( MS-C102) Institutional SLO & Qualitative Notes**

**Demonstrate ethical civic, environmental, and social responsibility.**

81098-(MS-C102-001)-Human Relations in Business  
by Frederick Lockwood

The average percentage of not meeting the SLOs for this class is 17%. A number of students (6, 16%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. Students also struggled with the Critical Thinking (written) assignment. Additional aids to assist students have been added to the CT Lesson.

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**( MS-C102) Program Level SLO & Qualitative Notes**

**Analyze and recommend effective business decisions/solutions using a systematic, evaluative, and information-based approach.**

81098-(MS-C102-001)-Human Relations in Business  
by Frederick Lockwood

The average percentage of not meeting the SLOs for this class is 17%. A number of students (6, 16%) did not complete the class and received a grade of 'F'. This accounts for the majority of students not meeting the SLO's. I will be implementing stricter guidelines and tools to identify and drop non participating students which will dramatically affect future SLO outcomes. Students also struggled with the Critical Thinking (written) assignment. Additional aids to assist students have been added to the CT Lesson.

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**( MS-C104) Course Level SLO & Qualitative Notes**

**Compare and contrast Human Resource Management and its role and importance to organizations with respect to individual staff relations, retention, and diversity.**

81100-(MS-C104-001)-Human Resource Mgmt  
by Mike Matar

Based on the percentage outcome for this SLO, 83.78% met this SLO which represents Fully Met. There was 1 student who did complete the Mid-Term exam and I did not drop her because I wanted to give her the chance to do better the second 8 weeks which resulted in lowering the percentage a bit down. I do like to mention that my plan for the spring 2013 semester is add random questions from the text and discussion forums that has a connection to the Mid-Term exam and have students try to answer them in a practice method to help students achieve less percentage under the "Partially Met" category and raise the "Fully Met" category for the Mid-Term examination.

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**Correlate the importance of developing Human Resources and human capital to organizational success in the current business environment.**

81100-(MS-C104-001)-Human Resource Mgmt  
by Mike Matar

Based on the percentage outcome for this SLO, 86.49% met this SLO which represents Fully Met. I am planning to have a different post discussion during week 9 the second half of the semester to test and see if that will help lower the failed percentage for the spring 2013 semester.

**Critique performance evaluation and compensation practices currently used by organizations.**

81100-(MS-C104-001)-Human Resource Mgmt  
by Mike Matar

Based on the percentage outcome for this SLO, 89.19% met this SLO which represents Fully Met. Although the percentage is good, I am planning to rewrite the quiz with different posed questions to see if that would result in having a higher percentage under the Fully Met category for the upcoming spring 2013 semester.

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**(MS-C144) Course Level SLO & Qualitative Notes**

**Assess their strengths and weaknesses in areas of leadership and develop plans of action to improve in areas they feel are most crucial to their goals.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. Midterm exam was used to assess this SLO showing the following: Fully Met 56.25%, Partially Met 3.13% and Failed to Meet 40.63%. 2. To improve the statistics I will review students answers to determine if there are numerous questions that students are consistently answering incorrectly and make adjustments. In addition, I will provide a pre-test at the beginning of the semester to provide students the opportunity to analyze areas of deficiencies weeks prior to taking the graded assessment.

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**Use the basic motions of Robert's Rules of Order.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. This SLO is the only one where less than 50% of the students Fully Met it. Likely reasons for the deficit can be attributed to the open dates of the assignments and the lack of students time management to complete the assignments. 2. In addition, I have discussed with the department chair that this SLO may need to be revised. The course focuses on how to develop individuals into successful leaders through assignments that enable students to learn from successful leaders and applying critical analysis to solve leadership problems. Robert's Rules of Order, while important to learn, is not crucial to this course where students are learning how to effectively evolve into a successful leader.

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**(MS-C144) Institutional SLO & Qualitative Notes**

**Use effective communication and interpersonal skills.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. Discussion questions adequately measure how students effectively use communication and interpersonal skills. This forum allows for students the opportunity to solve problems critically and

share their solutions with others in a professional manner. It also enables students to receive feedback from their peers. 2. Only nine out of thirty-two students did not complete the assignment. The statistics indicated that 71.88% of the students fully met the SLO and 28.13% of the students did not. To improve the success rate of students in the future, I will assess greater percentage points to the assignment to increase participation.

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### **(MS-C144) Program Level SLO & Qualitative Notes**

#### **Analyze and recommend effective business decisions/solutions using a systematic, evaluative, and information-based approach.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. During the Fall 2012 semester I changed my original practice of assigning specific open and close dates to all assessments to a more open access practice of keeping all assessments readily available throughout the semester, with the exception of the Midterm and Final exams. The statistics showed that on the average 53% of the students fully met the SLO, 15% partially and 39% failed to meet it. These results and the ongoing communication with students throughout the semester who were lagging in submitting assignments leads me to believe that a substantial percentage number of students fail to manage their time adequately when the range of due dates for assignments are so wide open. 2. To improve this statistic, I will revert back to my original practice of specific due dates for all assessments, which will enable students to better keep up with the course work and stay on track.

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#### **Develop and exhibit high standards of professional practice, demonstrating awareness of ethical and social responsibilities in today's multicultural, team-oriented, rapidly-changing global environment.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. Fifty-nine percent of the students fully met this SLO. While 40% of the students fail to achieve success, the students who did, were earned high scores on the assessments. 2. The open dates of the assessments severely impacted how students managed their time to successfully complete the course. To improve the results, all assignments will have specific open and close dates to assist students in staying on track and better managing their time.

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#### **Effectively communicate solutions to business problems using appropriate language and tools and demonstrating understanding of business terms and concepts.**

83641-(MS-C144-001)-Introduction to Leadership  
by Iliana Marin

1. Half the students successfully met the SLO and about 3% partially met the SLO. This is consistent with what has been previously observed in the other SLO's already discussed. 2. The chapter assignments require students to do extensive writing. Students may not realize the extent of time that it requires them to complete these assignments, which may have impacted their success rate as they left assignments to be completed towards the end of the semester because of the flexibility of the dates. 3. In addition to reverting back to the specific due dates from the open due dates until the end of the semester, I will explicitly discuss in the syllabus the degree of work the chapter assignments entail, so that students are aware that time management is crucial to their success in the course.

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